

GAURAV ARORA

ASST. MANAGER

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Date of Birth: 1977-11-01

Career Objective

Seeking an Assistant Manager position in the Courier / Logistics industry leveraging extensive experience in operations management, team leadership, and process improvement to drive efficiency, productivity, and customer satisfaction. Proven ability to optimize logistics, streamline operations, and enhance service delivery while ensuring adherence to industry best practices and safety standards. Eager to contribute to a dynamic and growth-oriented organization seeking operational excellence.

Professional Summary

- Managed end-to-end operations ensuring timely delivery and customer satisfaction within the logistics industry.
- Successfully led and motivated teams, fostering professional growth and exceeding performance targets.
- Optimized route planning, transportation logistics, and shipment tracking to maximize efficiency.
- Implemented process improvements resulting in enhanced operational efficiency and cost savings.
- Possess a strong understanding of safety protocols, industry best practices, and compliance standards.

Career Timeline



Work Experience

Apr 2021 - Feb 2025

Senior Executive Operations

Ecom Express Limited (Guwahati, Assam)

Responsible for overseeing daily sort operations, optimizing line haul routes, and implementing efficient milk run processes to maximize delivery efficiency. Collaborated with internal teams and external vendors to ensure smooth B2B operations and exceed client expectations.

- Managed end-to-end mid-mile and first-mile operations, ensuring seamless shipment flow and on-time delivery.
- Led and mentored a high-performing operations team, providing guidance, training, and support to enhance productivity and professional growth.
- Oversaw daily sort operations, optimizing line haul routes, and implementing efficient milk run processes to maximize delivery efficiency.
- Collaborated with internal teams and external vendors to ensure smooth B2B operations, exceeding client expectations.
- Implemented a system for real-time shipment tracking, proactively addressed potential delays to ensure timely deliveries, and maintained meticulous records of shipments, deliveries, and operational data for accurate reporting and analysis.

Achievements:

- Drove strategic initiatives to minimize RTO shipments, generating significant cost savings for the organization.
- Implemented process improvements that enhanced operational efficiency and reduced transit times.

May 2019 - Apr 2021

Executive Operations

Technical Skills

Logistics Management
Operations Management
Transportation Management
Route Optimization
Fleet Management
Shipment Tracking
Warehouse Management
Inventory Management
CRM
MS Office Suite

Soft Skills

Communication
Teamwork
Problem-Solving
Adaptability
Leadership
Time Management
Organisation
Stress Management
Motivation
Customer Focus

Core Competencies

Operational Efficiency
Team Leadership
Process Improvement
Logistics Coordination
Customer Service

Education

Barkatullah University Bhopal,
Rajeev Gandhi Physical Education
Collage

Post Graduation (Master in Physical Education)

1999 - 2001

Amravati University Maharashtra,
DEGREE COLLEGE OF PHYSICAL
EDUCATION (H.V.P.M)

Graduation (Bachelor in Physical Education)

1996 - 1999

Guru Nanak Public School, Punjabi
Bagh, New Delhi

Class 12th

1994 - 1995

New Delhi C.B.S.E Board

Class 10th

1992 - 1993

Languages

Hindi

English

Hobbies

Travel
Documentaries
Sports

Ecom Express Limited

Responsible for leading and motivating a team in daily first-mile operations of a fast-paced logistics environment. Worked closely with cross-functional teams, including customer service, sales, and warehouse operations to ensure smooth and efficient logistics.

- Led, motivated, and supervised a team of operations personnel, providing guidance, training, and performance feedback to maximize productivity and ensure adherence to company standards.
- Managed and optimized first-mile operations, including pickup, sorting, and dispatch of shipments, ensuring efficient processing and timely handovers.
- Oversaw vehicle logistics, including route planning, driver assignments, and vehicle maintenance, to optimize delivery routes and ensure timely pickups and deliveries.
- Proactively identified and resolved operational bottlenecks, implementing process improvements to enhance efficiency and reduce delays.
- Collaborated effectively with cross-functional teams, including customer service, sales, and warehouse operations, to ensure seamless logistics operations and customer satisfaction.

Achievements:

Developed and implemented strategies to minimize return-to-origin (RTO) shipments, resulting in improved delivery success rates.

Jan 2018 - Jan 2019

Operation Manager

ASTC - VOLVO PPP Mode

Responsible for managing daily operations for a city transportation system. Worked directly with government agencies and Volvo representatives to ensure smooth and consistent operations while adhering to a strict budget and schedule.

- Supervised and coordinated a team of drivers, support staff, and maintenance personnel, ensuring adherence to safety regulations and service quality standards in a fast-paced transportation environment.
- Managed daily operations, ensuring smooth and efficient functioning of the transportation system.
- Collaborated effectively with stakeholders, including government agencies and Volvo representatives, to ensure seamless operations and address operational challenges.

Achievements:

- Optimized bus schedules and routes to improve punctuality and service reliability.
- Implemented strategies to enhance customer satisfaction, including prompt resolution of grievances and addressing service-related concerns.

Nov 2017 - Nov 2017

Transport Manager

GEETEE Travels (Guwahati)

Responsible for all transportation logistics for a large international sporting event, ensuring the smooth and efficient transport of athletes, officials, and staff.

- Oversaw and supervised a team of drivers and support staff, providing guidance and ensuring adherence to event transportation schedules and safety regulations.
- Managed all aspects of fleet operations, including vehicle allocation, route planning, and driver scheduling, to ensure the safe and timely transportation of participants during the AIBA 2017 Youth Women's World Boxing Championship.
- Coordinated logistics with event organizers, transportation providers, and accommodation facilities to ensure seamless transportation services throughout the championship.

Achievements:

- Successfully managed transportation logistics for a large-scale international sporting event, ensuring the smooth and efficient transportation of athletes and officials.
- Implemented rigorous safety protocols and conducted regular vehicle inspections to maintain the highest standards of safety and compliance.

Oct 2017 - Oct 2017

Assistant Transport Manager

FIFA U-17 World Cup India

Supported the management of transportation operations for a major international sporting event, ensuring the timely and safe transportation of all stakeholders.

- Assisted in managing transportation logistics for players, officials, and staff during the FIFA U-17 World Cup India 2017, collaborating effectively with transportation providers, event organizers, and security personnel to ensure seamless transportation services throughout the tournament.
- Coordinated the allocation and dispatch of cabs and buses, ensuring adherence to strict schedules and transportation guidelines.

Achievements:

- Conducted regular route assessments and implemented contingency plans to address potential delays or logistical challenges, contributing to the successful execution of transportation operations for a major international sporting event.
- Ensured the timely and safe transportation of all stakeholders.

Feb 2016 - Feb 2016

Assistant Transport Manager

South Asian Games

Assisted in the execution of transportation services by collaborating with logistics teams to allocate and dispatch vehicles while adhering to strict event schedules and transportation protocols.

- Supported the management of transportation operations for athletes, officials, and guests during the South Asian Games, assisting in managing logistics and resolving operational challenges to ensure the efficient flow of transportation services throughout the Games.
- Coordinated vehicle movements within the transport hub, ensuring efficient arrival and departure procedures.
- Collaborated with logistics teams to allocate and dispatch vehicles, adhering to event schedules and transportation protocols.

Achievements:

Contributed to the smooth and timely transportation of participants during a major international sporting event, enhancing the overall experience for stakeholders.

Sep 2012 - May 2017

Call Centre Manager

Prime Cabs

Responsible for the daily supervision and direction of a team of call center representatives, ensuring efficient call handling and dispatching, as well as providing excellent customer service.

- Led, trained, and motivated a team of call center representatives, providing guidance and support to enhance performance and ensure adherence to company standards.
- Managed daily call center operations, ensuring efficient call handling, dispatching, and customer service.
- Resolved escalated customer issues and complaints promptly and effectively, ensuring a positive customer experience.

Achievements:

- Developed and implemented customer service protocols to enhance customer satisfaction and build brand loyalty.
- Monitored call volume, response times, and other key performance indicators to identify areas for improvement and optimize call center efficiency.

Oct 2011 - Apr 2012

Customer Care Executive

Super Cabs

Responsible for handling a high volume of inbound customer calls, addressing inquiries and concerns related to cab bookings. Worked efficiently to ensure customer satisfaction.

- Maintained customer records and ensured customer satisfaction, contributing to a positive customer experience.
- Handled inbound calls, providing prompt and efficient customer service, and processed cab bookings effectively.
- Managed customer inquiries and addressed concerns, providing timely updates on booking status and estimated arrival times.

May 2010 - Aug 2011

Customer Care Executive

Stock Guru India

Responsible for providing telephonic customer support and resolving inquiries for a financial services company. Assisted with account management, trade execution, and ensuring a positive customer experience

- Maintained accurate customer records, adhered to compliance guidelines, and contributed to a positive and professional work environment.
- Provided telephonic customer support, addressing a wide range of inquiries and resolving issues related to financial products and services.
- Assisted clients with account management, trade execution, and other administrative tasks, ensuring a seamless customer experience.

Jan 2001 - Dec 2004

P.E.T.

St. Froebel Senior Secondary School

Responsible for developing and implementing engaging sports practices for students of various age groups, while managing inventory, maintaining equipment, and coordinating safe transportation for students.

- Planned and executed engaging sports practices for students of various age groups, promoting physical fitness and teamwork.
- Managed the inventory and maintenance of sports equipment, ensuring its availability and optimal condition.
- Coordinated and supervised school transportation, prioritizing the safety and timely arrival and departure of students.

Achievements:

Contributed to the development of students' physical abilities, sportsmanship, and overall well-being.